

What is claimed is:

- 1           1.       A method of delivering a message from a customer to a remote  
2 services system comprising:  
3           assigning a message a unique identifier;  
4           transmitting the message and the unique identifier from the customer to the  
5           remote services system;  
6           saving a copy of the message with the customer until acknowledgement of  
7           receipt of the message is received by the customer;  
8           acknowledging receipt of the message from the remote services system to the  
9           customer using the unique identifier when the message is received;  
10          discarding the copy of the message when receipt of the message is  
11          acknowledged; and,  
12          retransmitting the message when the receipt of the message is not  
13          acknowledged.
  
- 1           2.       The method of claim 1 wherein  
2           the remote services system includes an intermediate mid level manager farm  
3           having a plurality of intermediate mid level managers; and  
4           the retransmitting the message is via a different intermediate mid level  
5           manager of the plurality of intermediate mid level managers within the  
6           intermediate mid level manager farm.
  
- 1           3.       The method of claim 2 wherein  
2           the intermediate mid level manager farm uses a shared session object to share  
3           information within the intermediate mid level manager farm.
  
- 1           4.       The method of claim 3 wherein  
2           the shared session object includes a local resource locator, the resource locator  
3           indicating from where the message originated and the unique identifier.
  
- 1           5.       The method of claim 1 wherein  
2           the remote services system includes an applications mid level manager farm  
3           having a plurality of applications mid level managers; and

the retransmitting the message is via a different applications mid level manager of the plurality of mid level managers within the applications mid level manager farm.

6. The method of claim 5 wherein the applications mid level manager farm uses a shared session object to share information within the applications mid level manager farm.

7. The method of claim 6 wherein the shared session object includes a local resource locator, the resource locator indicating from where the message originated and the unique identifier.

8. A system for delivering a message from a customer to a remote services system comprising:

- means for assigning a message a unique identifier;
- means for transmitting the message and the unique identifier from the customer to the remote services system;
- means for saving a copy of the message with the customer until acknowledgement of receipt of the message is received by the customer;
- means for acknowledging receipt of the message from the remote services system to the customer using the unique identifier when the message is received;
- means for discarding the copy of the message when receipt of the message is acknowledged; and,
- means for retransmitting the message when the receipt of the message is not acknowledged.

9. The system of claim 8 further comprising an intermediate mid level manager farm having a plurality of intermediate mid level managers, wherein the retransmitting the message is via a different intermediate mid level manager of the plurality of intermediate mid level managers within the intermediate mid level manager farm.

1        10.    The system of claim 9 wherein  
2        the intermediate mid level manager farm uses a shared session object to share  
3        information within the intermediate mid level manager farm.

1        11.    The system of claim 10 wherein  
2        the shared session object includes a local resource locator, the resource locator  
3        indicating from where the message originated and the unique identifier.

1        12.    The system of claim 8 further comprising  
2        an applications mid level manager farm having a plurality of applications mid  
3        level managers, wherein the retransmitting the message is via a  
4        different applications mid level manager of the plurality of mid level  
5        managers within the applications mid level manager farm.

6        13.    The system of claim 12 wherein  
7        the applications mid level manager farm uses a shared session object to share  
8        information within the applications mid level manager farm.

1        14.    The system of claim 13 wherein  
2        the shared session object includes a local resource locator, the resource locator  
3        indicating from where the message originated and the unique identifier.